NØRTEL
NETWORKS

How the world shares ideas.

Meridian Mail 13
Voice Messaging User Guide

Welcome to

Meridian Mail Voice Messaging

Meridian Mail Voice Messaging from Nortel Networks is an advanced business messaging system that offers convenience and efficiency for managing your incoming and outgoing messages.

Meridian Mail Voice Messaging stores all of your voice messages in your personal mailbox. Here are some of the many features you can use to send and receive messages:

- *Forward and reply to messages.*
- *Compose, edit, and send messages.*
- *Create personalized distribution lists for sending messages.*
- *Add message options such as urgent, private, and timed delivery.*
- *Dial and address by name or by number.*
- *Receive remote notification of incoming messages.*

Some features are options. Your system administrator can tell you if these features are available to you.

Contents

Working with Meridian Mail Voice Messaging

How to use this guide

This guide explains how to use Meridian Mail Voice Messaging. Familiarize yourself with the most frequently used procedures such as logging in, playing your messages, and recording your greetings. Then explore the many convenient features available for voice messaging. If you want to use a feature described in this guide but you cannot activate it, check with your system administrator.

Meridian Mail Voice Messaging terms

While you are working with Meridian Mail Voice Messaging you will use these basic terms.

Access numbers

You log in to your mailbox by dialing an access number. Your system administrator gives you the Meridian Mail Voice Messaging access number and any other numbers you need to access features and services. Keep a handy record of these numbers on page 22.

Mailbox

Your electronic mailbox stores your messages, your recorded greetings, your distribution lists, and other personal settings. You can log in to your mailbox at any time to play your messages and use all of the available Meridian Mail Voice Messaging features and services. Your system administrator will assign you a mailbox number, which is usually your extension number.

Password

Your personal password provides security for your mailbox and its contents. All of your interaction with Meridian Mail Voice Messaging is confidential; no one else can access your mailbox.

How to get help

Meridian Mail Voice Messaging provides several types of help for the novice and the experienced user.

Voice prompts

Meridian Mail Voice Messaging guides you with voice prompts at each step. The prompts tell you what to do next, or what options are available, so you don't have to remember every step. You can interrupt a prompt by pressing the key for the next step.

Context-sensitive help

You can press * for Help at any time while you are logged in to your mailbox. You will hear the options that are available for your next step.

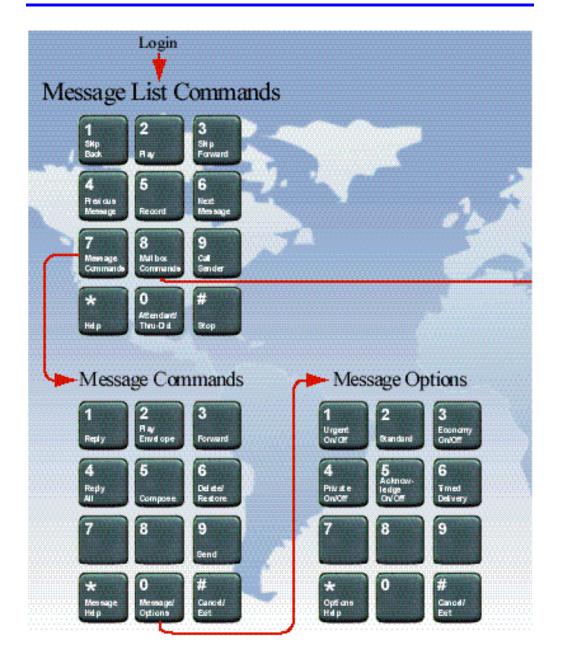#### Printed help

In addition to this user guide, an *At a Glance* card is available. Keep it near your telephone or take it with you when you travel.

System administrator

Ask your system administrator about available features and access numbers.

Login

Message List Commands

1 Skip Back	2 Play	3 Skip Forward
4 Previous Message	5 Record	6 Next Message
7 Message Commands	8 Mailbox Commands	9 Call Sender
* Help	0 Attendant/ Thru-Dial	# Stop

Message Commands

1 Reply	2 Play Envelope	3 Forward
4 Reply All	5 Compose	6 Delete/ Restore
7	8	9 Send
* Message Help	0 Message/ Options	# Cancel/ Exit

Message Options

1 Urgent On/Off	2 Standard	3 Economy On/Off
4 Private On/Off	5 Acknow- ledge On/Off	6 Timed Delivery
7	8	9
* Options Help	0	# Cancel/ Exit

Mailbox Commands

1 Login	**2** Greetings	**3** Disconnect
4 Password Change	**5** Distribution Lists	**6** Goto a Message
7	**8**	**9** Personal Verification
* Mailbox Help	**0** Mailbox Options	**#** Cancel/ Exit

Mailbox Greetings

1 External Greeting	**2** Internal Greeting	**3** Temporary Greeting
4	**5**	**6**
7	**8**	**9**
* Greeting Help	**0**	**#** Cancel/ Exit

Mailbox Options

1 Custom Operator	**2** Remote Notification	**3**
4	**5**	**6**
7	**8**	**9**
* Options Help	**0**	**#** Cancel/ Exit

Remote Notification

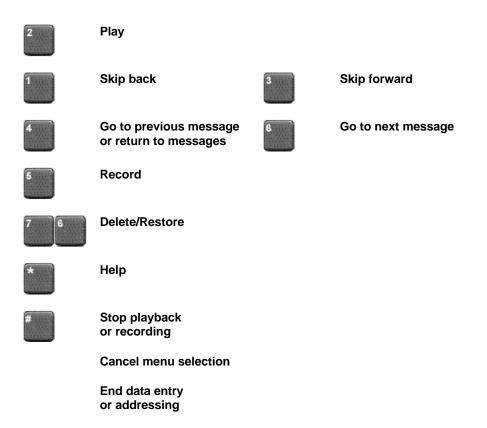|		
1 Temporary schedule	**2** Business schedule	**3** Non-business schedule
4 Message type	**5**	**6**
7	**8**	**9**
* RN Help	**0**	**#** Cancel/ Exit

Using standard commands

In Meridian Mail Voice Messaging, many keypad commands are common to all features. For example, Play is always **2**, Record is always **5**, and Help is always *****. If you learn these standard commands you can use all the Meridian Mail Voice Messaging features without memorizing every step.

When you are playing your messages, recording greetings, and recording messages, use these commands:

2 — **Play**

1 — **Skip back**   **3** — **Skip forward**

4 — **Go to previous message or return to messages**   **6** — **Go to next message**

5 — **Record**

7 6 — **Delete/Restore**

* — **Help**

— **Stop playback or recording**

Cancel menu selection

End data entry or addressing

Logging in to your mailbox

You need a Meridian Mail Voice Messaging access number, a mailbox number, and a password to log in to your mailbox.

To log in for the first time

Your system administrator will give you a temporary password that you change the first time you log in.

1   Decide on a new password. See page 6 for help with choosing passwords.

2   Follow the login steps below, using your temporary password.

3   When you are asked to enter a new password, follow the prompts. See page 6 for instructions on changing your password.

To log in

You can log in to your mailbox from any touchtone phone. When logging in from your own phone, you may be able to press a message key instead of dialing the access number.

1   Dial the Meridian Mail Voice Messaging access number, or press the message key on your phone.

2   Enter your mailbox number, then press **#**. If you are at your own phone, just press **#**.

3   Enter your password, then press **#**.

You are now in your mailbox and can use all the message list commands.

To log in using Autologin

Autologin is an option that is available at some mailboxes. Ask your system administrator if Autologin is available.

To disconnect

When you have finished your Meridian Mail Voice Messaging session, press **83** to disconnect, or simply hang up.

When you log in for the first time, you should change your password from the one you were first assigned. After that, you can change your password as often as required.

Your system administrator sets the minimum length for a password.

To change your password

1   While logged in to your mailbox, press **84**.

2   Enter your new password, then press **#**.

      You may see dashes instead of numbers if you have a display phone.

3   Enter your new password again, then press **#**.

4   Enter your old password, then press **#**.

If your password expires, follow the steps for changing a password.

If you forget your password, your system administrator can assign you a temporary password. Log in with the temporary password, then change it immediately.

Choosing a secure password

Meridian Mail Voice Messaging prevents you from using some passwords if they are too short or too simple, or if you have used the same one recently. Also, Meridian Mail Voice Messaging requires that you change your password on a regular schedule set by your system administrator.

Keep your mailbox secure by choosing passwords that are not easily discovered. Decide on a system for choosing passwords that is easy for you to remember but hard for anyone else to guess. For example, you can create a unique and easy to remember password by combining letters and numbers on your telephone keypad.

You can record external, internal, and temporary greetings. Callers from outside your organization hear your external greeting, callers within your organization hear your internal greeting. If you don't record an internal greeting, all callers hear your external greeting.

You can record a temporary greeting to tell your callers that you are away from the office. All callers hear your temporary greeting if you record one. Tell your callers the times or dates of your absence, and if you will retrieve your messages while you are away.

Keep your greetings brief and informative, and speak clearly. Check each greeting by playing it after you record it. Call your number from an external phone to check if your organization has a system greeting that plays to external callers before your greeting.

To record your greeting

1   While logged in to your mailbox, press **82**.
2   Press **1** for external greeting, **2** for internal greeting, or **3** for temporary greeting.
3   Press **5** to record. Wait for the tone, then record your greeting.
4   Press **#** to end the recording.

To play, delete, or rerecord your greeting

While at your greeting, you can play, delete, or rerecord it.

‣ To play your greeting, press **2**.

‣ To delete your greeting, press **76**.

‣ To rerecord your greeting, add to the end of it, or rerecord part of it, press **5** at the point in the greeting where you want to start. Record a new greeting, then press **#**.

The new recording erases the old one from the place where you start to rerecord.

To set the expiry date for your temporary greeting

You can set an expiry month, day, and time for your temporary greeting. When the temporary greeting expires, your callers will hear your external or internal greeting.

1   While at your temporary greeting, press **9** to set the expiry date.
2   Enter the month, day, and time, pressing **#** after each entry.

‣ For the current month or day, just press #.

‣ For a time setting of 9:00, press **900#**. For a.m., press **1**; for p.m., press **2**.
Or, for the standard expiry time of one minute after midnight on the date you specified, press **#** for time.

‣ For no expiry, press **###**.

If you do not set an expiry date, or if you press # for month, day, and time, your temporary greeting will remain in effect until you delete it.

To return to your messages

When you have finished recording your greetings, press **4**.

Recording your name

Your personal verification is used in your greetings and addressed messages, and in Express Messaging, Name Dialing, and Remote Notification announcements. Keep your personal verification as brief as possible, and speak clearly.

To record a personal verification

1   While logged in to your mailbox, press **89**.

You hear your current personal verification if there is one.

2   Press **5** to record. Wait for the tone, then record your name.

3   Press **#** to end the recording.

To play, delete, or rerecord your personal verification

You can play, delete, or rerecord your personal verification the same way as your greetings. See *Recording greetings*, page 7. If you delete your personal verification, your callers hear just your mailbox number or your name spelled one letter at a time.

To return to your messages

When you have finished recording your personal verification, press **4**.

Assigning a custom operator

You can offer your callers the option of leaving a message or speaking to one of your assistants or colleagues. In your greeting, tell callers to press zero if they wish to speak to this person in your absence. The custom operator number is the number of the person your callers reach when they press zero.

Ask your system administrator if you can change this number.

To review and assign your custom operator number

1   While logged in to your mailbox, press **80** for mailbox options, then press **1** to review the custom operator number.

A prompt tells you the current custom operator number.

2   Enter the new custom operator number, then press **#**.

Meridian Mail Voice Messaging lets you know when you have new messages. Your phone may have a message waiting light, or you may hear a special dial tone when you pick up the handset.

When you log in to your mailbox, your mailbox summary tells you the number of new messages in your message list and if any of them are urgent. The summary also tells you if any recorded messages are unsent.

Each message header tells you the sender's name, and the date and time of the message.

To play your messages

After logging in to your mailbox, you hear the mailbox summary, then the header for your first new message. (If Autoplay is enabled, your messages play automatically.)

1   While you are in your message list, you can go to any message and play it.

- ‣ To play the current message, press **2**.
- ‣ To go to the next message, press **6**; to go to the previous message, press **4**.
- ‣ To go to a specific message, press **86**, enter the message number, then press **#**.
- ‣ To start over at the first message from the end of your message list, press **6**.

2   When you have played your messages, press **83** to disconnect, or hang up. Or, you can remain logged in to use other messaging features.

To review and respond to your messages

While you are playing a message, you can use these message commands:

- ‣ To skip back five seconds in the message, press **1**; to skip forward five seconds in the message, press **3**.
- ‣ To increase the message speed, press **23**; to decrease it, press **21**. You can increase the speed up to three times, and decrease it to normal.
- ‣ To increase the message volume, press **26**; to decrease the volume, press **24**. You can increase the volume up to three times, and decrease it to normal.
- ‣ To pause, press **#**; to continue, press **2**.

Before, during, or after playing a message, you can use these message commands:

- ‣ To hear sender, recipient, date, and time details, press **72** for message envelope.
- ‣ To delete the message and move to the next message, press **76**. To restore the deleted message (before disconnecting), return to the message and press **76**.
- ‣ To respond to the message, see *Calling the sender, Replying to the sender, Replying to the sender and all recipients*, and *Forwarding a message*, pages 10-11.
- ‣ Press **7*** for Help on message commands.

Message storage

Empty your mailbox by deleting messages as often as possible. Your messages may be automatically deleted on a schedule set by your administrator.

Calling the sender

You can place a call to the sender of a message if the number is known to Meridian Mail Voice Messaging.

To call the sender

1. After listening to a message or while it is playing, press **9** to call the sender.
2. Speak to the sender or leave a message.
3. When you have finished your call, hang up.

You may be able to return to your messages without hanging up and logging in again.

Replying to the sender

You can record a reply to the sender of a message if the number is known to Meridian Mail Voice Messaging.

To record a reply to the sender

1. After listening to a message or while it is playing, press **71** to reply to the sender.
   Your reply is addressed automatically. You do not have to enter a name or number.
2. Press **5** to record your reply. Wait for the tone, then begin recording.
3. Press **#** to end recording your reply.
   ‣ To review your message, see *Checking and editing your message*, page 14.
   ‣ To add options, see *Adding message options*, page 15.
4. Press **79** to send the message.

Replying to the sender and all recipients

You can record a reply to the sender and all the recipients of a message, if their numbers are known to Meridian Mail Voice Messaging.

To record a reply to the sender and all recipients of a message

1. After listening to a message or while it is playing, press **74** to reply to the sender and all recipients of the message.
   Your reply is addressed automatically. You do not have to enter names or numbers.
   ‣ To play the list of recipients to whom your reply will be sent, press **72**.
2. Press **5** to record your reply. Wait for the tone, then begin recording.
3. Press **#** to end recording your reply.
   ‣ To review your message, see *Checking and editing your message*, page 14.
   ‣ To add options, see *Adding message options*, page 15.
4. Press **79** to send the message.

Forwarding a message

You can forward a message to another mailbox, to a distribution list, or to a telephone number. You can also record an introduction to the original message. You cannot forward a message marked Private.

To forward a message

1   After listening to a message or while it is playing, press **73** to forward the message.

2   Enter the number to which you want to forward the message, then press **#**. Repeat this step for each additional number to which you want to forward the message.

▸ For details on addressing your message, see *Addressing a message*, page 13, and *Addressing by name*, page 14.

▸ If you need to cancel an address, see *To cancel an address entry*, page 12.

3   When you have finished entering addresses, press **#** again to end the list.

4   Press **5** if you want to record an introduction. Wait for the tone, then begin recording.

5   Press **#** to end recording your introduction.

▸ To review your message, see *Checking and editing your message*, page 14.

▸ To add options, see *Adding message options*, page 15.

6   Press **79** to send the message.

To compose a message, you first address it, then record your message, then send it. You can address a message to one or more people or distribution lists. Before you send a message you can edit it and add message options.

To address, record, and send a message

You address a message to one or more recipients before you start recording. An address is typically a mailbox number or a distribution list number. You may also be able to address messages to other numbers. See *Addressing a message*, page 13. You can also address a message by spelling a person's name. See *Addressing by name*, page 14.

1   While logged in to your mailbox, press **75**.

2   Enter the first address, then press **#**.

Continue to enter addresses followed by **#**.

▸ See *Addressing a message*, page 13, and *Addressing by name*, page 14.

▸ If you need to cancel an address, see *To cancel an address entry*, below.

3   When you have finished entering addresses, press **#** again to end the list.

4   Press **5** to record your message. Wait for the tone, then start recording.

5   Press **#** to end the recording.

▸ To review your message, see *Checking and editing your message*, page 14.

▸ To add options, see *Adding message options*, page 15.

6   Press **79** to send the message.

To cancel an address entry

You can cancel an address you entered while you are at step 2 above. After you have pressed the final # at the end of the list, you cannot cancel any entries. If you cancel a distribution list number, the entire distribution list is deleted from your address list.

1   Press **0#** to cancel the last address you entered in the list.

2   Repeat this step for each address you want to cancel, erasing entries one at a time from the end of the list.

3   Return to step 3 above.

Addressing a message

You can address your messages to local mailboxes and distribution lists. You may also be able to address messages to mailboxes at other sites (networks), to other voice mail systems (open networks), and to recipients at telephones with no voice mail. For the required prefixes, press * for Help when addressing, or ask your system administrator. Keep a record of these prefixes on page 22.

When Meridian Mail Voice Messaging prompts you for a mailbox number, enter the appropriate prefix if required, then the number. When you have entered all the required addresses, return to step 3 in *To address, record, and send a message* on page 12.

To address a message to a local mailbox

Enter the mailbox number, then press **#**.

To address a message to a distribution list

Enter the distribution list number, then press **#**.

To address a message to a mailbox at another network site

Enter the network prefix followed by the mailbox number, then press **#**.

To address a message to an open network mailbox

Enter the open network prefix followed by the system access phone number (using the same prefixes you would use for a local or long distance call from your phone), then press **#**. Enter the mailbox number, then press **#**.

To address a message to a telephone

You can address and send a recorded message to a telephone.

Enter the prefix if required, followed by the recipient's telephone number, then press **#**.

When you send a message to a person at a telephone number, Meridian Mail Voice Messaging calls the person's telephone and states that there is a message from you. The system may tell the recipient which key to press to hear the message, or the message may play automatically. The recipient can respond by recording a reply.

Addressing by name

You can enter an address by spelling a person's name on your telephone keypad instead of entering a number. Name Addressing can be used for addressing a message, for creating a distribution list, for Express Messaging, and for Thru-Dialing.

To address by name

1   When Meridian Mail Voice Messaging prompts you for a mailbox number, enter the Name Addressing prefix.

‣ If you don't know the prefix, press *****.

2   Spell the last name, then the first name.

‣ For Q, press **7**; for Z, press **9**. For example, to reach Quinn, Bob, dial **78466262**.

‣ If you don't know the complete name, enter the first few letters, then press **#**. Select from the list of possible matches for the name.

You can stop spelling the name as soon as the system announces a match. You do not have to press #. The message is automatically addressed with the mailbox number for this name.

3   If the name is part of a list of addresses, continue to enter addresses. When you are finished, press **#** to end the list.

Checking and editing your message

After you have recorded your message, you can review it before sending it. To play or change the message, use any of these standard commands:

‣ To play the message, press **2**.

‣ To skip back five seconds in the message, press **1**; to skip forward five seconds in the message, press **3**.

‣ To pause, press **#**; to continue, press **2**.

‣ To play the message envelope, including the list of recipients, press **72**.

‣ To delete the message and move to the next message, press **76**. To restore the deleted message (before disconnecting), return to the message and press **76** to restore it.

‣ To rerecord the message, add to the end of it, or rerecord part of it, press **5** at the point in the message where you want to start. Record the new message, and end by pressing **#**.

The new recording erases the old one from the place where you started to rerecord.

When you create a message you can indicate that you want it handled in a special way. The message options are Standard, Urgent, Economy, Private, Acknowledgment, and Timed Delivery. Messages are sent Standard unless you choose another option. A message cannot be tagged both Urgent and Economy. Before sending the message, you can check the options by pressing **72** to play the message envelope.

To add an Urgent option

When you send a message marked Urgent, the recipient is notified in the mailbox summary and the message header that the message is urgent.

Before or after recording a message, press **70** then **1** to add the Urgent option.

▸ To cancel an Urgent option for a message, press **70** then **2** for Standard.

To add an Economy option

The Economy option can be used for messages sent to other networks. Your organization sends Economy messages at a lower overnight rate.

Before or after recording a message, press **70** then **3** to add the Economy option.

▸ To cancel an Economy option for a message, press **70** then **2** for Standard.

To add a Private option

When you send a message marked Private, recipients in your organization cannot forward it or attach it to another message. Be aware that recipients in other organizations may not be told your message is Private, and they may be able to forward it.

Before or after recording a message, press **70** then **4** to add the Private option.

▸ To cancel a Private option for a message, press **70** then **4** again.

To request an acknowledgment to your message

When you send a message marked Acknowledgment, Meridian Mail Voice Messaging automatically deposits a separate acknowledgment message in your mailbox after each recipient has read your message. Some other networks may only acknowledge that your message has been received by the system, not read by the recipients.

Before or after recording a message, press **70** then **5** for Acknowledgment.

▸ To cancel an Acknowledgment request for a message, press **70** then **5** again.

To set a specific time for delivering a message

You can compose a message to be delivered to the recipients at a future date and time.

1 Before or after recording a message, press **70** then **6** for Timed Delivery.
2 Enter the month, day, and time, pressing **#** after each entry.

▸ For the current month or day, just press **#**.

▸ For a time setting of 9:00, press **900#**. For a.m., press **1**; for p.m., press **2**.
For delivery one minute after midnight on the date you specified, press **#** for time.

▸ To cancel Timed Delivery for a message, press **70** then **6** again.

Distribution lists

A distribution list saves you time when you send messages to the same group of addresses. You can create up to 9 personal distribution lists. Each personal distribution list can contain up to 99 entries. You can also use shared distribution lists supplied by your system administrator.

To create a personal distribution list

A personal distribution list can contain all of the same types of addresses to which you can send a composed message, except other personal distribution lists. An entry can be a mailbox number, shared distribution list number, network mailbox, open network mailbox, or telephone number. See *Addressing a message*, page 13. You can also add an entry by spelling a person's name. See *Addressing by name*, page 14.

1   While logged in to your mailbox, press **85**.

   ‣ To play a summary of all your lists, press *****.

2   Enter a number from **1** to **9**, then press **#**.

3   Press **5** to start entering addresses into the list.

4   Enter the first address, then press **#**, in the same way you address a message.

5   Continue to enter addresses, pressing **#** after each one.

   ‣ To cancel the last number you entered in the list, press **0#**.

6   When the list is complete, press **#**.

7   When you are finished, press **4** to return to your messages.

To play, edit, or delete a personal distribution list

After you create a personal distribution list, you can play it to hear all the addresses, add to it, delete it, and search for addresses in the list.

1   While logged in to your mailbox, press **85**.

2   Enter the distribution list number, then press **#**. If you don't remember the number, press ***** to hear a summary of your personal distribution lists.

   ‣ To play the contents of the list, press **2**.

   ‣ To add addresses to the list, press **5**. Enter each address, then press **#**. When the list is complete, press **#**.

   ‣ To delete the entire list, press **76**. You can restore the list by pressing **76** immediately after deleting it.

   ‣ To search for an address in the list so you can add it or delete it, press **6**. Enter the address, then press **#**. Meridian Mail Voice Messaging tells you if the address is in the list. If the address is not in the list, you can add it by pressing **5**. If the address is in the list, you can delete it by pressing **76**.

3   When you are finished, press **4** to return to your messages.

Express Messaging

Express Messaging is a fast way to send a message to another mailbox without logging in to your own mailbox to compose and send the message. Ask your system administrator for the Express Messaging number.

To send a message without logging in

1   Dial the Express Messaging number.
2   Enter the mailbox number of the person for whom you are leaving the message, then press **#**.
    ‣ To address your message by name, see *Addressing by name*, page 14.
3   Wait for the tone, then record your message.
    ‣ To review your message, see *Checking and editing your message*, page 14.
    ‣ To add options, see *Adding message options*, page 15.
4   Hang up.

Thru-Dialing

While you are using Meridian Mail Voice Messaging, you can make a call without hanging up. Ask your system administrator if Thru-Dial is available to you.

To place a call while logged in

While logged in to your mailbox, press **0**, followed immediately by the telephone number you want to call, then press **#**. Do not pause for more than two seconds while you are entering the number.

To place a call while logged in using name dialing

When you enter a name instead of a number with Thru-Dial, Meridian Mail Voice Messaging places the call as soon as it finds a match for the name.

1   While logged in to your mailbox, press **0**, then enter the Name Dialing prefix.
    ‣ If you don't know the number, press *****.
2   Enter the last name, then the first, until your call is placed.
    ‣ For instructions on entering the name, see *Addressing by name*, page 14.

To reach your custom operator number while logged in

Your custom operator number is the number of the person your callers reach when they press zero.

While logged in to your mailbox, press **0**, then wait for the call to be answered.

Meridian Mail Voice Messaging can notify you of new messages at a remote telephone or pager. Instead of calling in to your mailbox to retrieve your messages, you can specify a number, day, and time for Remote Notification. You can change these settings easily, and turn Remote Notification on or off as needed. Ask your system administrator if this option is available to you.

To set up Remote Notification the first time

The easiest way to set up Remote Notification for the first time is to define only one schedule and one remote telephone or pager number. The following steps help you with a simple first-time setup.

1   While logged in to your mailbox, press **80** for mailbox options, then **2** for Remote Notification.

2   Press **4** for message type. To change the setting to Urgent, so you will be notified of urgent messages only, press **1**. To keep the setting at Any, so you will be notified of any messages you receive, just press **#**.

3   Enter the schedule type. For a temporary schedule, press **1**. For a business schedule, press **2**. For a non-business schedule, press **3**.

4   Press **5** for setup, enter the number of the telephone or pager at which you wish to receive notification, then press **#**.

   ‣ If you enter the wrong number, press **#**, and follow the prompts to reenter the number.

5   Enter the telephone type of the remote number. For a touch-tone telephone, press **1**. For a touch-tone pager, press **2**. For a tone/voice pager, press **3**. For a digital or numeric pager, press **4**. For a paging service, press **5**. Press **#** to continue.

6   Set the start and end times of the first time period. To set the start time, press **1**, enter the start time, then press **#**. To set the end time, press **2**, enter the end time, then press **#**. Press **#** to continue.

   ‣ Time settings include minutes, and each setting must end with #. For a time setting of 9:00, press **900#**. For a.m., press **1**; for p.m., press **2**.

7   To exit, press **#**.

To change your Remote Notification settings, see pages 19 and 20.

To turn Remote Notification on and off

After you have set up Remote Notification for the first time, you can turn it on or off as needed, and change the setup at any time.

1   While logged in to your mailbox, press **80**, then **2** for Remote Notification.

2   Select a schedule type. For a temporary schedule, press **1**. For a business schedule, press **2**. For a non-business schedule, press **3**.

3   For each schedule type, press **76** to turn it on or off.

Use the Remote Notification Planner below to decide how you want to set up your notification day and time periods.

Remote Notification Planner

Notification type: Any ☐ Urgent ☐							
	Telephone numbers			**Telephone types**		**Start times**	**End times**
Business schedules							
1							
2							
3							
Non-business schedules							
1							
2							
3							
Temporary schedules							
1							
2							
3							

How Remote Notification works

You can define up to three remote notification schedule types: business, non-business, or temporary. Temporary schedules allow you to override normal schedules. You can specify the duration of a temporary schedule, or allow it to automatically discontinue after one day.

You can set up to three telephone and pager numbers per time period in each schedule. If you use a digital or numeric pager, you may also enter a callback number that will be displayed on your pager. If you use a paging service, you must specify the personal identification number (PIN) of your pager. Ask your system administrator if the notification numbers and pager service you want to use are allowed at your mailbox.

You can define up to three time periods per schedule. Time periods within a schedule cannot overlap and must start and end within the same day. When you add a new time period, start and end times are automatically created and the previously defined phone numbers are copied to the new time period. You can then change the phone numbers.

You can delete a phone number by entering **0#** after selecting a number to change. If you delete the only phone number in a time period, the time period is deleted.

To change your notification message type

You can select one of two notification message types. This message type applies to all days and times you specify. If you select the standard setting Any, you will receive notification of all new messages. If you select Urgent, you will receive notification only of messages that were marked urgent by the sender.

1   In Remote Notification, press **4** for message type. A prompt tells you if the current setting is Any or Urgent.

2   Press **1** to change the current message type setting. Press **#** to leave this setting without changing it.

To add or change a schedule

For tips on adding and changing remote notification settings, see *How Remote Notification works*, on the previous page.

1   At the prompt for schedule type, enter the schedule type you want to change or add. For a temporary schedule, press **1**. For a business schedule, press **2**. For a non-business schedule, press **3**.

2   Press **2** to review current settings for the schedule type you selected.

The current time periods are listed for you to choose from.

3   To add or change any settings, press **5**. Choose a time period (**1**, **2**, or **3**) to add or change. Choices depend on how many time periods are currently set up.

  ‣ To turn the time period you chose on or off, depending on its current state, press **76**.

4   Change the phone number for the time period you chose, or add new phone numbers. To continue without any changes, press **#**.

5   Change the start and end times of the time period you chose, if required. To change the start time, press **1**. To change the end time, press **2**. For each time setting, enter a new time, or press **#** to continue without any changes.

  ‣ Time settings include minutes, and each setting must end with **#**. For a time setting of 9:00, press **900#**. For a.m., press **1**; for p.m., press **2**.

6   Add or set other time periods, if required. When you have finished, press **#** to exit.

When you are the caller

When you are calling another person's Meridian Mail Voice Messaging mailbox you can use many of the messaging commands described in this guide. You can also tell callers from outside your organization how to use these commands. Here are some convenient and time-saving tips.

Interrupting greetings

While you are listening to a person's greeting, you can stop the greeting at any time by pressing **#** and then recording your message. This saves time when you call the same person frequently and don't need to hear the greeting.

If you call a person who has recorded a temporary absence greeting you hear a warning when you try to stop the greeting. This allows you to continue listening if you want to, or to start recording.

Connecting to the custom operator

While you are listening to a person's greeting you can press **0** to transfer to the custom operator number assigned for that mailbox.

Thru-Dialing to another number

You may be able to transfer to another person in the same organization by pressing **0**, followed immediately by the person's extension number. See *Thru-Dialing*, page 17. You may be able to use name dialing if you don't know the extension number. Ask your system administrator if these options are available to you.

Editing your recorded messages

When you record a message to leave in another person's mailbox, you can play it, delete it, or rerecord it just as you do when you compose a message in Meridian Mail Voice Messaging. Use the commands listed in *Checking and editing your message*, page 14.

Adding options to your recorded messages

When you record a message to leave in another person's mailbox, you can add options such as Urgent and Private just as you do when you compose a message in Meridian Mail Voice Messaging. Use the commands described in *Adding message options*, page 15.

To log in after leaving a message

After you have left a message in another person's mailbox, you may be able to log in again to your Meridian Mail Voice Messaging mailbox without hanging up. This is useful if you are using a pay phone or a credit card. Ask your system administrator if this option is available.

To log in after leaving a message in another person's mailbox, press **#** then **81**, and follow the usual steps for logging in.

Your Meridian Mail Voice Messaging numbers

Keep a record of your Meridian Mail Voice Messaging user numbers here.
Do not show your password.

Mailbox number_____

Login number

Meridian Mail Voice Messaging access number _____

_____

Service numbers

Express Messaging number _____

_____

Addressing prefixes

Name Dialing/Name Addressing prefix _____

Telephone addressing prefix _____

Open network prefix _____

Prefixes for other network sites _____

_____

_____

Meridian Mail Voice Messaging
User Guide

NØRTEL
NETWORKS™
How the world shares ideas.